

# TIDEWATER TELECOM



Shirley Manning  
President / General Manager

Marlene H Dortch  
Office of the Secretary  
Federal Communications Commission  
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Washington, DC 20554

Four additional copies of this document and attachment are filed.

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2012 covering the prior calendar year 2011

Date Filed: February 14, 2012

Name of company covered by this certification: Tidewater Telecom, Inc.

Form 499 Filer ID: 809837

Name of signatory: Shirley P Manning

Title of Signatory: President

I, Shirley P Manning, President, certify that I am an officer of the company named above, and acting as a agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized use of CPNI.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed:

Cc: Best Copy and Printing

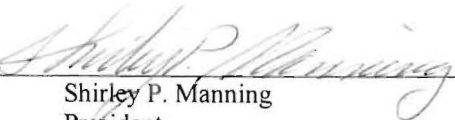


Tidewater Telecom, Inc.  
Statement of CPNI Procedure Compliance  
February 14, 2012

The Company's operating procedures are adequate to meet the requirements of 47 C.F.R. §64.2001 *et seq.*, and include the following:

- a system by which the status of a customer's CPNI approval can be clearly established prior to the use of or allowance of access to CPNI
- training of personnel as to when they are, and are not, authorized to use or allow access to CPNI, with an express disciplinary process in place
- company policy regarding CPNI is set forth in the company's employee manual
- maintenance of records of the Company and the Company's affiliates sales and marketing campaigns that use customer CPNI
- a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign
- a supervisory review process regarding carrier compliance with 47 C.F.R. §64.2001 *et seq.* for outbound marketing situations

By

  
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Shirley P. Manning  
President